

JOB DESCRIPTION

JOB TITLE : Senior Customer Service Officer

REPORT TO: Deputy Branch Manager

OVERALL PURPOSE:

The Senior Customer Service Officer will serve customers in term of Deposit, withdrawal, Fixed, Remittance, Currency Exchange). She/he will need to take care of customers at banking hall and provide excellence services to customers and meet customer needs.

RESPONSIBILITIES:

- ◆ Authorize over the counter services (Account opening, Withdrawal, Deposit, Foreign Exchange, Internal fund transfer, international fund transfer, close account, other request letter of request).
- ◆ Introduce the bank's products and services to customers, including deposits and loans.
- ◆ Handle and resolve customer calls, inquiries, and complaints.
- ◆ Approve ATM card creation and manage ATM cash counting and loading.
- ◆ Control cheque transactions, collect checkbooks from branches, and clear local cheques, as well as report on cheque clearing, deposits, and inward cheques.
- ◆ Account opening, cross selling base bank products and services.
- ◆ Authorize updates to the Customer Information File (CIF) in the core banking system.
- ◆ Record daily opening and closing operations for the counter and branch in the system.
- ◆ Ensure that staff training is conducted and that all procedures are followed.
- ◆ Conduct a daily cash count with the teller and confirm that the cash balances with the report.
- ◆ Maintain good customer relations and refer customers to the appropriate staff for.
- ◆ new services to promote business for the bank.
- ◆ Checking daily report of customer service.
- ◆ Prepare daily, weekly and monthly reports.
- ◆ Refer loans to personal Banker.
- ◆ Other tasks will be assigned.

REQUIREMENTS:

- ◆ Bachelor degree of Finance and Banking, Accounting or equivalent
- ◆ At least 5 years' experience as a Chief cashier or teller or accounting, Finance and Banking Sectors or related industries.
- ◆ Proven track record in delivering high quality results in short time frames.

- ◆ Possess superior communication and leadership skills.
- ◆ Creative, dynamic, flexible, self-direct and self-motivated team player.
- ◆ Good Command in English (spoken and written).
- ◆ Good in computers (Microsoft Word, Excel, PowerPoint, and core banking systems...).
- ◆ Strong customers engagement and relationship.
- ◆ Detail oriented and good at number.
- ◆ Good interpersonal skills.
- ◆ Committed, hard-working, and honest individual.
- ◆ Willing to work under pressure.

HOW TO APPLY:

Email: career@vattanacbank.com

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